Listing of Claims:

Claim 1 (previously presented) A method of searching audio data, comprising the step of:

defining a phrase to use for searching;

defining a minimum confidence level for searching;

identifying a set of said audio segments based on intrinsic data associated with said audio segments;

searching said set of audio segments for said phrase; and

producing a set of results of all occurrences of the phrase within the set of audio segments and the confidence that a given occurrence is a match for the search phrase.

Claim 2 (original) The method according to claim 1 wherein said step of defining includes defining a plurality of phrases, said step of searching includes searching said set of audio segments for said plurality of phrases, and said step of producing includes producing a set of results of all occurrences of the plurality of phrases identified in a specified sequential order within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

Claim 3 (original) The method according to claim 1 wherein said step of defining includes defining a plurality of phrases, said step of searching includes searching said set of audio segments for said plurality of phrases, and said step of producing includes producing a set of results of all audio segments including (i) at least one occurrence of a selected required one of the plurality of phrases and (ii) non-occurrences of at least one selected forbidden one of said

plurality of phrases to be excluded from within the audio segments, said occurrence and non-occurrence determined with respect to said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

Claim 4 (original) The method according to claim 1 wherein said step of defining includes defining a plurality of phrases, said step of searching includes searching said set of audio segments for said plurality of phrases, and said step of producing includes producing a set of results of all occurrences of the plurality of phrases identified in a specified temporal relationship within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

Claim 5 (original) The method according to claim 1 wherein said step of defining includes defining a plurality of phrases, said step of searching includes searching said set of audio segments for said plurality of phrases, and said step of producing includes producing a set of results of all audio segments lacking occurrences of the plurality of phrases identified in a specified temporal relationship within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

Claim 6 (original) The method according to claim 5 wherein said temporal relationship is with respect to said phrases.

Claim 7 (original) The method according to claim 5 wherein said temporal relationship is with respect to said audio segment.

Claim 8 (previously presented) The method according to claim 1 wherein said step of defining a phrase includes defining a plurality of phrases, said step of searching includes searching said set of audio segments for said plurality of phrases, and said step of producing includes producing a set of results of all occurrences of the plurality of phrases identified in a specified temporal relationship within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

Claim 9 (original) The method according to claim 8 wherein said temporal relationship is with respect to said phrases.

Claim 10 (original) The method according to claim 8 wherein said temporal relationship is with respect to said audio segment.

Claim 11 (previously presented) The method according to claim 1 wherein the step of identifying said set of audio segments comprises a step of constraining said set of audio segments to ones of said audio segments selected for processing based on said intrinsic data prior to performing said searching step.

12. (previously presented) The method according to claim 1 wherein said intrinsic data comprises metadata.

13 (currently amended) The method according to claim 1 wherein said intrinsic data comprises Computer Telephony Integration (CTI) ~~CTI~~ data.

Claim 14 (original) The method according to claim 13 wherein said CTI data selected from the set consisting of (i) called number (DNIS) and , calling number (ANI), and (iii) Agent ID.

Claim 15 (previously presented) A method of operating contact center, comprising the step of:

connecting a plurality of calls to at least one customer service representative;

recording audio segments from each of said plurality of calls;

defining a phrase to use for searching;

defining a minimum confidence level for searching;

identifying a set of said audio segments based on intrinsic data associated with said calls;

searching said set of audio segments for said phrase; and

producing a set of results of all occurrences of the phrase within the audio segments and the confidence that a given occurrence is a match for the search phrase.

Claim 16 (previously presented) A system for searching audio data comprising:

control logic operable to (i) define a phrase to use for searching; (ii) define a minimum confidence level for searching; and (iii) identify a set of audio segments based on intrinsic data associated with said audio data; and

a search engine operable to search said set of audio segments for said phrase and produce a set of results of all occurrences of the phrase within the set of audio segments and the confidence that a given occurrence is a match for the search phrase.

Claim 17 (original) The system according to claim 16 wherein said control logic is further operable to define a plurality of phrases, said search engine further operable to search said set of audio segments for said plurality of phrases and produce a set of results of all occurrences of the plurality of phrases identified in a specified sequential order within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

Claim 18 (original) The system according to claim 16 wherein said control logic is further operable to define a plurality of phrases, said search engine further operable to search said set of audio segments for said plurality of phrases and said produce a set of results of all audio segments including (i) at least one occurrence of a selected required one of the plurality of phrases and (ii) non-occurrences of at least one selected forbidden one of said plurality of phrases to be excluded from within the audio segments, said occurrence and non-occurrence determined with respect to said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

Claim 19 (original) The system according to claim 16 wherein said control logic is further operable to define a plurality of phrases, said search engine further operable to search said set of audio segments for said plurality of phrases and produce a set of results of all

occurrences of the plurality of phrases identified in a specified temporal relationship within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

Claim 20 (original) The system according to claim 16 wherein said control logic is operable to define a plurality of phrases, said search engine further operable to search said set of audio segments for said plurality of phrases and produce a set of results of all audio segments lacking occurrences of the plurality of phrases identified in a specified temporal relationship within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

Claim 21 (original) The system according to claim 20 wherein said temporal relationship is with respect to said phrases.

Claim 22 (original) The system according to claim 20 wherein said temporal relationship is with respect to said audio segment.

Claim 23 (original) The system according to claim 16 wherein said control logic is operable to define a plurality of phrases, said search engine operable to search said set of audio segments for said plurality of phrases and produce a set of results of all occurrences of the plurality of phrases identified in a specified temporal relationship within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

Claim 24 (original) The system according to claim 23 wherein said temporal relationship is with respect to said phrases.

Claim 25 (original) The system according to claim 23 wherein said temporal relationship is with respect to said audio segment.

Claim 26 (previously presented) The system according to claim 16 wherein said processor is further operable to identify said set of audio segments based on metadata associated with said audio segments prior to said search engine operating to search said set of audio segments.

Claim 27 (currently amended) The system according to claim 16 wherein said processor is responsive to Computer Telephony Integration (CTI) ~~CTI~~ data for identifying said set of audio segments.

Claim 28 (original) The system according to claim 27 wherein said CTI data selected from the set consisting of (i) called number (DNIS), (ii) calling number (ANI), and (iii) Agent ID.

Claim 29 (previously presented) A contact center comprising::

a switch configured to connect each of a plurality of calls to a customer service representative workstation;

a memory connected to said switch and configured to record audio segments from each of said plurality of calls;

a supervisory terminal configured to (i) define a phrase to use for searching; (ii) a minimum confidence level for searching; and (iii) identify criteria used to select a set of said audio segments from ones of said plurality of calls based on intrinsic data associated with respective ones of said calls;

a search engine connected to said supervisory terminal and to said memory for searching said set of audio segments for said phrase; and

a display connected to said search engine and configured to produce a set of results of all occurrences of the phrase within the audio segments and the confidence that a given occurrence is a match for the search phrase.

Claim 30. (currently amended) A method for analyzing audio data, comprising:

storing audio segments in a speech repository;

storing information regarding each of the audio segments in a database;

identifying a set of audio segments from amongst said audio segments based on information regarding each of the audio segments

establishing a search criteria including speech and Structured Query Language (SQL) ~~SQL~~ criteria for locating spoken words or phrases in said audio segment using speech recognition technology;

searching said set of audio segments and said database in accordance with said search criteria; and

providing a report based on said search.